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# ON TAP

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### **TCWD's ONLINE BILL PAY**

Have you checked out TCWD's website recently? When you do visit [www.tcwd.ca.gov](http://www.tcwd.ca.gov) you will notice a white box on the top left side of the homepage titled **Online Billing**.

You can register for an account by clicking on the online billing link. At your first visit, you will need to set up a new account. In order to do so, simply click on the link to request a new account. A current e-mail address and your TCWD account number (listed on your utility bill) is required to do so. Once the registration is complete, a confirmation e-mail will be sent to you with your login and password, and you will be able to login in within minutes.

Once you have a TCWD Online Billing account, you can do more than make payments. You can also view utility bills, consumption history, and payment history. For your convenience, you can request to have an electronic bill e-mailed to you instead of having one mailed. Another benefit of the new online billing system is the ability to offer Auto Pay with a Debit or Credit card. This can be setup on the website, as well.

If you have additional questions regarding Online Billing, please send an e-mail to [customerservice@tcwd.ca.gov](mailto:customerservice@tcwd.ca.gov), or call (949) 858-0277 and press 0 to be connected with a customer service representative.

### **BILLING POLICY REMINDER**

As a reminder, utility bills are generated monthly based on your meter read. The amount for which you are billed is the water you consume between each read.

It is important to note that utility bills are due upon receipt. The bill is considered **Past Due** if payment is not received by the due date stated on the top right hand side of the bill (above the account number). A late fee of 10% may be assessed the day after the bill is due. The late fee will appear on your next month's bill.

Any past due amount (including late fees) listed on the bill must be paid by the date at the bottom of the bill. If the past due amount is not received by that date, a Notice of Pending Disconnection Tag will be hung on your front door the following day. This tag is notification that your past due payment has not been received and disconnection of service will be scheduled.

As a courtesy, TCWD will continue to call the day prior to disconnection of service to advise you of a pending disconnection. If payment is still not received you will be scheduled for disconnection of water service and additional charges will apply. Now, there are three payment methods to assist you:

1. An in-office payment is due by **3:45 PM**.
2. A TCWD Online bill payment is due by **9:00 PM PST**
3. A Drop Box payment is due by **midnight that day**.

Please feel free to contact Customer Service if you have any questions.

### **MAIN OFFICE SUCCULENT GARDEN**

TCWD staff members are in the process of planting a succulent garden in the front parking lot area of the Main Office. When you have an opportunity, please

stop by and take a look at the work in progress. It has many examples of how to incorporate more hardscape, natural boulders and stone, and low-water using plants into your garden or side yard. Feel free to ask a District staff member about the types of plants used in the garden.

### **LANDSCAPE WATERING SCHEDULE**

The late summer months in the Canyon areas and the upper Plano are characteristically warmer, and have been known to stretch well into October. This is all the more reason to ensure that your residential landscape and plants are getting the necessary amount of watering.

An effective irrigation schedule can be difficult to establish. This can be remedied through an assessment of the types of grass and plants in your landscape and the proper irrigation strategy. Please see the suggested schedule below for the month of August.

SUGGESTED WEEKLY WATERING SCHEDULE FOR AUGUST	
Turf Grass	Trees, Shrubs, and Groundcover
Four Days	Two Days
Three Cycles of Three Minutes	Three Cycles of Four Minutes

If you have any questions about your landscape and how to develop an irrigation strategy, feel free to contact TCWD's Water Conservation Coordinator for a survey.

### **ENGINEERING/OPERATIONS COMMITTEE MEETING SCHEDULE**

TCWD's Engineering/Operations Committee has routinely met on the Thursday prior to the Regular Board of Directors meeting. This Committee is chaired by two of the District Board Members and is designed to review the ongoing and developing District projects.

Effective August 2011, the Engineering/Operations Committee meeting schedule has been changed to the second Tuesday of the month at 7:05 A.M. The meeting is open to the public and all those who are interested are encouraged to attend.

### **BROOKSEED/DOVE INTER-TIE PROJECT**

During periods of sustained high temperatures, the District's Water Operators experience very high water demands at Dove Reservoir, located in Dove Canyon. Typically, District Operators have used their knowledge of the system's valves and pumps to manipulate and direct the needed water supply in these types of situations. The drawback of this operating condition is that high water pressures can develop at low elevations in the vicinity of the District's wells, which could cause line breaks and system failures.

In order to resolve this dilemma, and preserve the integrity of the District's pipelines, TCWD has received Board approval to proceed with the Brookseed/Dove Inter-Tie Project. After considering multiple solutions to this problem, the project was selected because it provides alternative emergency water storage to Dove Canyon, has the highest potential to increase the amount of water delivered to Dove Reservoir, and has the lowest relative capital, operational and maintenance costs.

Also, this project will assist the local fire authority in their fire suppression efforts, in the event of a wildfire in the area between Brookseed Drive and Dove Reservoir. Currently, this project is in the design phase. Future issues of *On Tap* will highlight the project.

### **BOARD OF DIRECTORS MEETING**

The Regular Board of Directors Meeting is held on the third Wednesday of each month at 7:00 p.m. at the District's office located at 32003 Dove Canyon Drive, Trabuco Canyon. The public is encouraged to attend.

### **BOARD MEETING HIGHLIGHTS**

The Board Meeting was held on July 20, 2011, and the following items are highlights from the Meeting:

- Public Hearing regarding the Water Standby Assessment for Fiscal Year 2011/2012.
- Status Update Relating to Storm Damage
- Status Update Relating to Baker Regional Water Treatment Plant
- Regular Annual Meeting of the Trabuco Canyon Public Financing Authority.
- Regular Annual Meeting of the Board of Directors of the Trabuco Canyon Improvement Corporation.

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We welcome your comments, suggestions and questions. Please call or write Michael Perea at

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